

RFP-10-74
Question/Inquiry Responses
April 9, 2010

Q1. Do all personnel answering the calls need to have a bachelor degree (equivalent) and applicable experience, or is that requirement only for the center management?

A1.

All call personnel will require a bachelor degree and applicable experience.

Q2. In the provided documentation, there appears to be an annual total of 1,026 calls for Indiana Consumer Service Line, 4,298 for Indiana Problem Gambling Referral Line and 4,200 for Federal Addiction Line. What are the average Call Serve Times (CST) for each type of call?

A2.

Average Call Serve Times for FSSA Lines	
Line	Avg. Talk Time
Addictions English	0:08:35
Addictions Spanish	0:07:21
Federal Gambling English	0:04:16
Federal Gambling Spanish	0:09:55
Indiana Gambling English	0:02:30
Indiana Gambling Spanish	0:01:25
CSL English	0:07:26
CSL Spanish	0:01:23

Q3. What is the expected year-over-year increase in these volumes?

A3.

FSSA Calls By Line			
	FY06/07	FY07/08	FY08/09
Addictions	2,330	3,035	4,200
Gambling	7,390	4,302	4,298
CSL	1,288	1,148	1,026

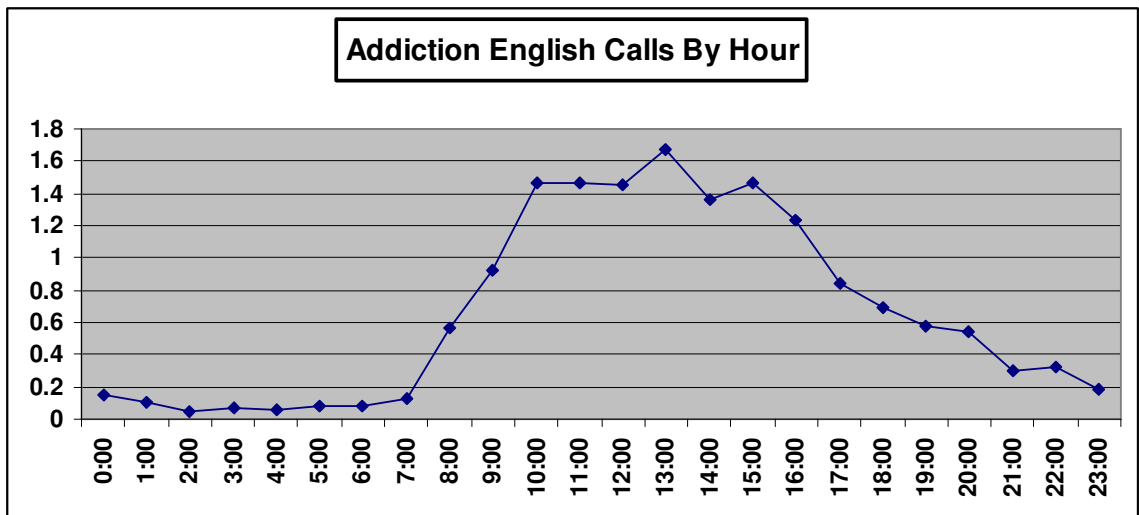
Q4. What are total average calls per day?

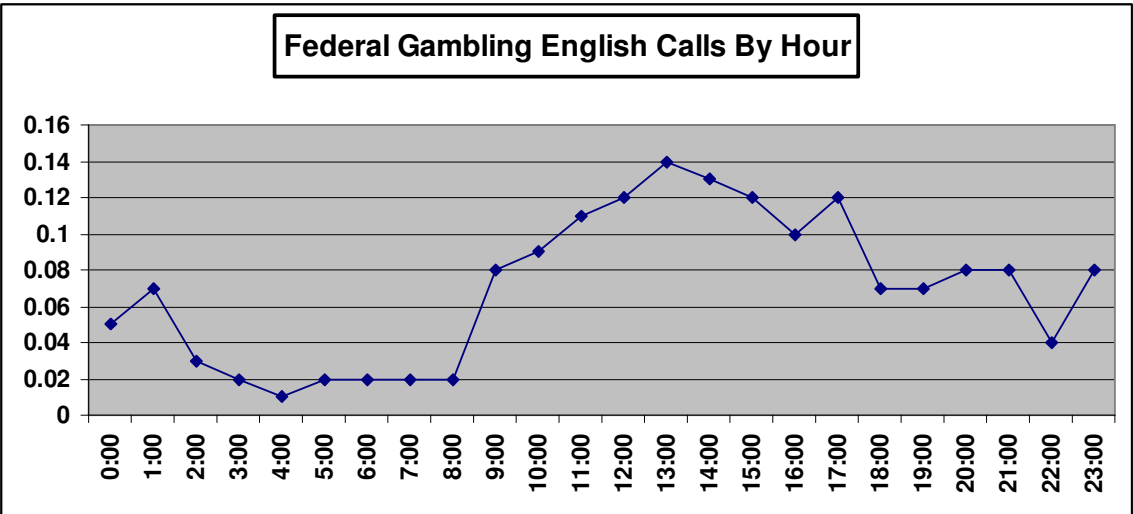
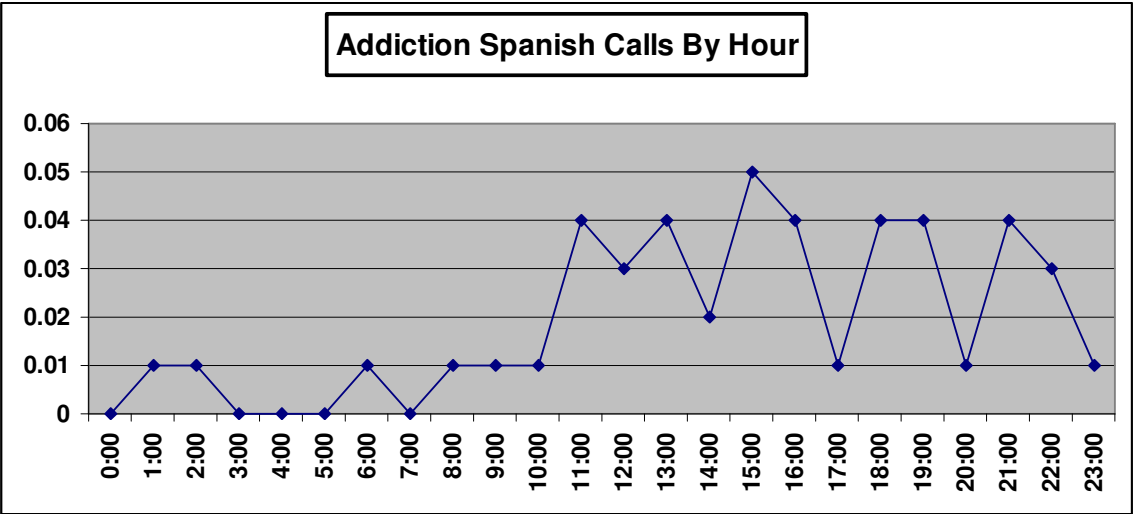
A4.

Line	Avg. Calls Per Day
Addictions English	16
Addictions Spanish	1
Federal Gambling English	2
Federal Gambling Spanish	1
Indiana Gambling English	17
Indiana Gambling Spanish	1
CSL English	7
CSL Spanish	1

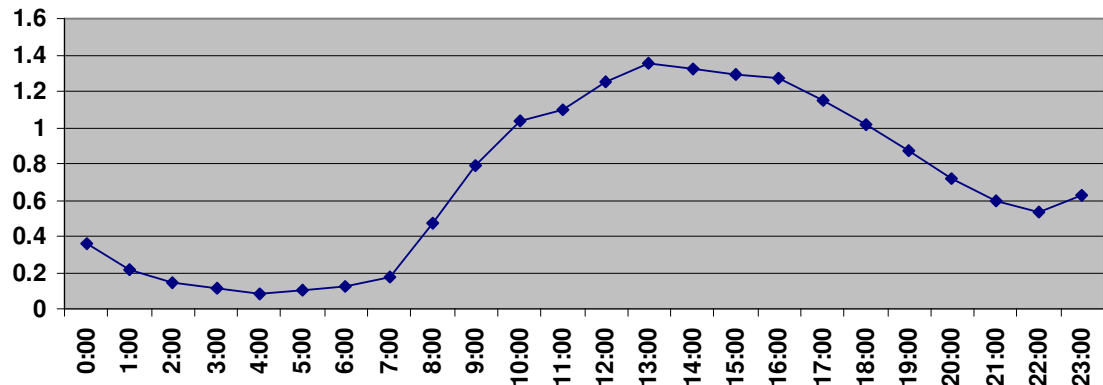
Q5. Busy hour volumes? Any seasonal variations?

A5.

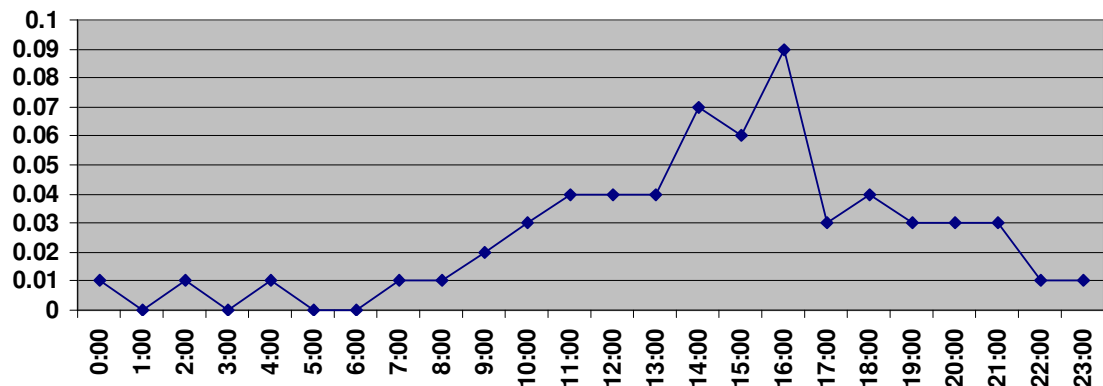




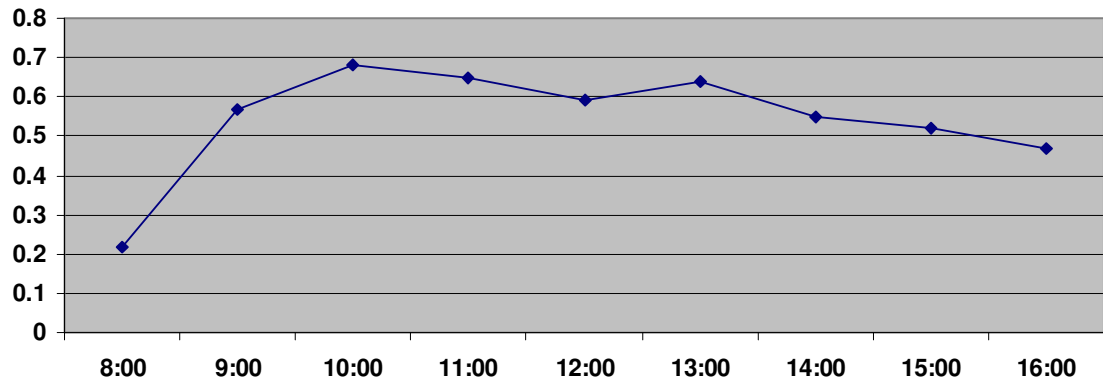
Indiana Gambling English Calls By Hour

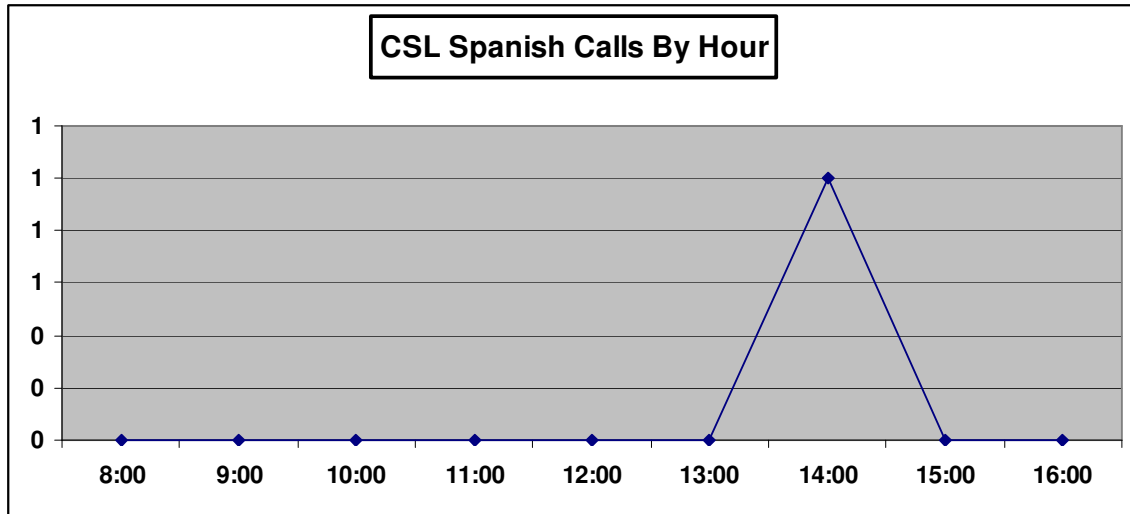


Indiana Gambling Spanish Calls By Hour



CSL English Calls By Hour





Q6. It appears that the center agents will receive calls, determine what the caller's requirements are, then refer the call to the appropriate agency or provider. Will the center agents be expected to resolve calls, or simply triage them and refer?

A6.

The expectation for the 24 hour Addiction and Gambling lines is to provide referral and information services to callers inquiring about treatment services.

The Consumer Service Line is a mechanism which allows individuals to report information about a service provider, be it a compliment or complaint.

Q7. Will a knowledgebase of information about addiction/gambling treatment programs in Indiana be provided by the State?

A7.

Yes.

Q8. What are the specific data collection requirements related to demographic information and disposition reporting for the toll-free services? Is there a report template available?

A8.

Please see Attachment D.

Q9. The RFP states that “Vendor will commence work on this contract as of 12:01 A.M. EST on July 1, 2010. Is there a phased transfer of work from the incumbent contractor planned?

A9.

All vendor contracts require both phase-in and phase out services. Once an award is made, DMHA will work with both parties to schedule the transfer meetings.

Q10. Are there existing program/center Methods & Procedures that we could review?

A10.

This information is not available.

Q11. Has the existing operation implemented a public awareness program in the past? If so, can we get a copy of that program?

A11.

Please see the response to Q21.

Q12. How are notifications to DMHA made? Email? Fax? Other? Are there specific formats for notifications?

A12.

There are no specific formats required, however DMHA prefers written communication.

Q13. What is meant by “Vendor will incorporate Access to Recovery (ATR) screening into the Federal Addiction Line Procedures”? Can you clarify this requirement?

A13.

The vendor is required to provide screening and information related to the ATR program as applicable.

Q14. On page 24 of the RFP, paragraph 2.5, it states that DMHA’s baseline cost is \$142,768 per year. What is included in this cost? Is this just for the existing current toll free contract or does it include other items?

A14.

This is the baseline amount for all expectations outlined under the RFP/contract (per year).

Q15. On Pg. 20 of the RFP, question 6, it states vendor will submit a quality management plan annually (or as requested) for DMHA approval. Minimum plan requirements to include:

D. Outcome surveys completed on random sample of calls. Can you provide an example of the criteria expected in the survey?

F. Regular review of recorded calls. Do all calls need to be recorded or can the review be provided via another means? If recorded, how long would calls need to be archived?

A15a.

No, this is a new requirement.

A15b.

This is at the discretion of the RFP respondent.

Q16. What is the expected means for delivering the Microsoft Excel /Microsoft Access importable format daily data report uploads for the Consumer Service Line?

A16.

Daily uploads would be sent to DMHA identified personnel by email.

Q17. On Pg. 22 under reporting question 5E, it states “ Other miscellaneous activities”. Please define what “ Other miscellaneous activities” would consist of.

A17.

DMHA does not have a definition of what would constitute any applicable miscellaneous activity.

Q18. Pg. 24, question 38, will we need to connect to any DMHA databases? Please explain each and the type of connectivity needed.

A18.

There is not a requirement to connect to a DMHA database.

Q19. Do you have a vendor supplying this or similar services today? If so, what is the name of the company?

A19.

Yes; Information and Referral Network (dba Connect2Help).

Q20. What is the value of the current contract?

A20.

\$158,632.00 annually.

Q21. Is the scope of RFP 10-74 different from the current contract and if so, how?

A21.

Yes.

- Vendor will develop quality/outcome performance indicators related to the operation of the toll-free lines, which at minimum shall include call wait times and lost calls.
- Vendor will develop public awareness program to promote all toll-free lines statewide. This plan will include strategies for targeting areas in and around the Indiana gambling venues. The awareness program will be submitted to DMHA for approval prior to implementation.
- Vendor will update provider contact information as often as necessary, but no less than twice per year.

Q22. Based on previous contract statistics, what is the estimated/anticipated call volume?

A22.

Please see the response to Q3.

Q23. Based on previous contract statistics, what is the estimated/anticipated average call duration?

A23. Please see the response to Q2.

Q24. Is there a list of definitions for the following terms?

The mandatory contract terms are as follows:

- Authority to Bind Contractor
- Duties of Contractor, Rate of Pay, and Term of Contract
- Compliance with Laws
- Drug-free Workplace Provision and Certification
- Funding Cancellation
- Indemnification
- Governing Laws
- Non-discrimination clause
- Payments
- Penalties/Interest/Attorney's Fees
- Non-collusion and Acceptance
- Information Technology

A24.

Please see the Sample Contract (Attachment B) for additional information regarding the mandatory contract terms.

Q25. Can I get the number of calls to each of the three help lines as the number of calls attributable to the Access to Recovery grant for Fy(and FY10?

A25.

Number of callers referred to ATR Consultant from February, 2009 – June, 2009: 229.

Number of callers referred to ATR Consultant from July, 2009 – March, 2010: 394.

Q26. It appears the questions in the Summary of Scope of Work in Section 1 and the Proposal Requirements listed in the Technical Proposal of Section 2 are the same. Would you please clarify if both sections of questions are to be answered, or if the Proposal Requirements listed in the Technical Proposal of Section 2 are designed to verify the questions in the Summary of Scope of Work in Section 1?

A26.

The Summary of Scope of Work is a summary of the information found in the Technical Proposal Section.

Q27. May we have the duration of the calls and some indication of the time of day for those calls?

A27.

Please see the response to Q2 and Q4.